



***Embassy of the United States of America
Athens, Greece***

January 2012

REPORTING LOST OR STOLEN PROPERTY

DISCLAIMER: Nothing in this handout should be construed as the legal opinion of the Embassy. For official and authoritative information, please consult the respective agencies as referred to, below.

WHAT TO DO FIRST

All thefts should be reported to the police as soon as possible. The thieves may not be found or the valuables recovered, but a police report is required when applying for the replacement of an airline ticket, Eurail pass, passport, or traveler's checks. For filing a claim, insurance companies usually require a copy of the police report, translated into English.

The police report should be made in person at the precinct in the area in which the loss or theft occurred. The tourist police may also help, but only in the case of loss. The owner can also report the loss to the Embassy; ID cards and other items without resale value are sometimes turned in to the Embassy's Consular section.

HOW TO REPLACE CERTAIN LOST OR STOLEN ITEMS

AIRLINE TICKETS: Report the loss or theft of tickets to the airline company immediately along with a copy of the police report. Airlines will replace a ticket only after complete ticket information has been provided and verification of the issuance of the missing tickets has been obtained from the issuing office. The traveler will be asked to sign a statement agreeing to pay the price of the original ticket or any part of it, which is used subsequent to its being lost or stolen. In most instances, holders of youth fare tickets will have to purchase new tickets and request a refund at the issuing office.

CREDIT CARDS: Loss should be reported immediately to the firm issuing the card. Most credit card companies have a policy of limited liability for holders who lose their cards.

VISA Card

Int'l Toll-Free VISA center:

00 800 1163 80304/ 800-8472-911

<http://usa.visa.com/personal/security/get-help-now.html>

Mastercard

1-800-307-7309 or

or 636-722-7111 (collect)

<http://www.mastercard.com/us>

Diner's Club

514-877-1577 (collect)

www.dinersclubus.com

American Express Cards:

1-800-528-4800

<https://www.americanexpress.com>

CitiCards:

1-800-950-5114

<https://creditcards.citi.com/contact-us>

DRIVER LICENSES: Driving without a valid license is not legal in Greece; insurance companies may not pay claims for drivers without valid licenses. An International Driving Permit, obtainable from AAA in the US, must accompany a US license. There are no exceptions to this rule. If a license is lost, an application for a replacement must be made to the Department of Motor Vehicles in the capital of the issuing state.

EURAIL PASS: Eurail passes are not issued or replaced in Greece.

PASSPORTS: The loss should be reported to the Embassy's Passport Unit, where information and assistance will be given for a replacement passport. The Passport Unit is open to the public Monday to Friday 8:30 a.m. until 1:00 p.m. **Please note that there is no walk-in service for American citizens who require services related to passport and birth registration. The service is done by appointment only.** One appointment is required per person. Please plan to arrive 15 minutes before your scheduled appointment with the required forms completed. Applicants who are late for the appointment will be asked to reschedule for another day. Please follow the link to schedule your appointment:
<http://athens.usembassy.gov/passports.html>

STUDENT CARD: New International Student Cards ISIC can be issued in Athens by the International Student Youth Travel Service, 4 Filellinon Street, Syntagma, Tel. 210-321-2084.

LOST TRAVELERS CHECKS: The loss or theft of traveler's checks should be reported to the issuing authority as soon as possible. We recommend that you report the loss or theft to the police and obtain a police report. Call an American Express Travelers Cheque Customer Service Center as soon as possible (00800 44 127 569) to report the loss and open a claim. Service Centers handle claims 24 hours a day, 7 days a week. During the call, the representative will help determine the best way for you to obtain a refund. Refunds are available at American Express Travel Services Offices and partner locations around the world. You can also **fax in a claim form** If you prefer, you can instead download the [Refund Claim Form \(PDF\)](#), complete it, and fax it to 1.800.417.0060. Faxed refund claims, once approved, will be sent in the form of a company check to your home. Please allow 7–10 business days for the check to arrive.

https://www145.americanexpress.com/Internet/US/Personal/Cardmember/AdditionalProductsAndServices/GiftCardsAndTravelersCheques/Files/RefundClaim_Form.pdf

CALLING CARDS: To report the loss of an international calling card, call:
AT&T: customer service Tel. No. 877-722-3755/1-800-288-2747
MCI: customer service Tel. No. 888-624-5622/1-800-436-4444
Sprint: customer service Tel. No. 866-866-7509